UK Neurology – Nurse Manager (Krystle) Failures & Violations

- **Unauthorized Appointment Change:** Canceled Botox without patient consent; substituted forced telehealth with Dr. Jicha.
- **Coercive Care Assignment:** Attempted to unilaterally assign Dr. Jicha as lead provider despite patient's explicit rejection and open complaint.
- **Failure to Address Objective Findings:** Ignored FDG-PET hypometabolism (patterns seen in frontotemporal involvement), NeuroQuant showing atrophy (2nd percentile frontal, 9th percentile total brain volume), new spinal lesions (T7/T8 and L2), abnormal labs (Fungitell, RealTime Labs, etc.).
- **Record Errors & Falsifications:** No explanation for fraudulent "Bone Cancer" entry; omissions/minimizations of abnormal results.
- **ADA & RFRA Violations:** Refused to integrate ADA accommodation letters, RFRA-protected spiritual association documentation, and specialist letters into the front of chart.
- **Failure to Provide Supervisory Contact:** Refused to provide Neurology Clinic Director or supervisor contact information.
- **Obstruction via Deflection:** Directed patient to "Customer Relations," a known dead end, rather than addressing or escalating issues.

Impact:

- Patient deprived of medically necessary Botox, referrals, and urgent care.
- Continued falsification and obstruction of medical record.
- Systemic violations of ADA, RFRA, and patient rights.
- Increased risk of preventable decline, disability, or fatal outcome.